

## SC DMH Client Advocacy Report March 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	23
Harris	9	26
Morris Village		12
Hall	11	13
Tucker		1
BPH-Forensics	21	60
Mental Health Centers	41	108
<b>Total</b>	<b>91</b>	<b>243</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	146	486
Information, Referral & Other Assistance <sup>1</sup>	17	48

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	26	2	7	14	35
2) Admission & Discharge	17	17	6	9	40
3) Information & Advocacy	5	9	1	6	15
4) Physical Environment	7	5	1	6	13
5) Inpatient Rights	29	30	2	24	61
6) Personal Property & Money	14	13	8	14	35
7) Confidentiality & Consent	1	2	9	3	12
8) Treatment	18	2	84	37	104
9) Other Rights Issues	1	4	16	7	21
<b>Total<sup>5</sup></b>	<b>118</b>	<b>84</b>	<b>134</b>	<b>120</b>	<b>336</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	1			1	1
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse	2			1	2
d. Verbal Abuse or Violations of Dignity	16	2	7	9	25
e. Neglect	5			1	5
f. Financial Exploitation	1			1	1
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	6	4		3	10
b. Community Placement (where)	10	5	2	3	17
c. Periodic Court Review		2		1	2
d. Questions, Education & Other	1	6	4	2	11
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2	3		1	5
b. Access to Legal Resources	2	4	1	3	7
c. Questions, Education & Other	1	2		2	3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	2	1	3	7
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	1	1		1	2
d. Cleanliness of Facilities	1	1		2	2
<b>5) Inpatient Rights</b>					
a. Privacy	2				2
b. Safety	2	2		2	4
c. Freedom, Privileges & Fairness	9	8	1	9	18
d. Communication	7	14		7	21
e. Health Care	9	6	1	6	16
<b>6) Personal Property &amp; Money</b>					
a. Property	6	5		4	11
b. Money, Entitlements, Rep. Payee	6	6	1	3	13
c. Billing Issues			7	4	7
d. Other Non-DMH Issues	2	2		3	4
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information		2	7	2	9
b. Breach of Confidentiality	1		2	1	3
c. Issues of Consent, Confidentiality, etc.					
<b>8) Treatment</b>					
a. Eligibility for Services	3		24	9	27
b. Accessibility to Staff & Treatment	3	1	24	9	28
c. Individualized, Client-Driven	11	1	35	18	47
d. Right to Refuse Treatment	1		1	1	2
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1			1
b. Religion		1		1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	1		7	4	8
f. Legal assistance for Non-DMH issues		2	9	2	11

